

IDS Form PTO/SB/08: Substitute for form 1449A/PTO		Complete if Known	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(Use as many sheets as necessary)</i>		Application Number	09/930,786
		Filing Date	August 15, 2001
		First Named Inventor	Ronald E. Sloan
		Art Unit	3692 3684
		Examiner Name	Nga B. Nguyen
Sheet	1	of	2
		Attorney Docket Number	10761.0304-01

U.S. PATENTS AND PUBLISHED U.S. PATENT APPLICATIONS					
Examiner Initials	Cite No. ¹	Document Number	Issue or Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code ² (if known)			
		US- 5,812,988	09-22-1998	Sandretto	
		US- 5,864,828	01-26-1999	Atkins	
		US- 5,920,848	07-06-1999	Schutzer et al.	
		US- 6,370,355	04-09-2002	Ceretta et al.	
		US- 6,388,688	05-14-2002	Schileru-Key	
		US- 2002/0046074	04-18-2002	Barton	
		US- 2002/0087496	07-04-2002	Stirpe et al.	
		US- 2002/0099613	07-25-2002	Swart et al.	

Note: Submission of copies of U.S. Patents and published U.S. Patent Applications is not required.

FOREIGN PATENT DOCUMENTS						
Examiner Initials	Cite No. ¹	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	Translation ⁶
		Country Code ³ Number ⁴ Kind Code ⁵ (if known)				

NONPATENT LITERATURE DOCUMENTS			
Examiner Initials	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	Translation ⁶
		CAMPBELL, T., "Get plugged in: Service with a :-)", Sales and Marketing Management, New York, Mar. 1999, pages 62-6E, vol. 151, Issue 3, extracted on Internet from http://proquest.umi.com on 03/04/2003.	
		Office Action issued in European Application No. 02802758.9 by European Patent Office on 10/23/2007.	
		Office Action issued in U.S. Patent Application No. 09/580,273, mailing date 04/05/2005.	
		Office Action issued in U.S. Patent Application No. 09/704,838, mailing date 02/06/2004.	
		Office Action issued in U.S. Patent Application No. 09/704,838, mailing date 08/01/2005.	
		Office Action issued in U.S. Patent Application No. 09/704,838, mailing date 03/09/2006.	
		Office Action issued in U.S. Patent Application No. 09/704,838, mailing date 10/20/2006.	
		Office Action issued in U.S. Patent Application No. 09/704,838, mailing date 07/13/2007.	
		Office Action issued in U.S. Patent Application No. 09/704,838, mailing date 05/05/2008.	
		Office Action issued in U.S. Patent Application No. 09/704,838, mailing date 10/30/2008.	

Examiner Signature	/Nga Nguyen/ (10/23/2009)	Date Considered	
--------------------	---------------------------	-----------------	--

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

ALL REFERENCES CONSIDERED EXCEPT WHERE LINED THROUGH. /N.N./

IDS Form PTO/SB/08: Substitute for form 1449A/PTO		Complete if Known	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(Use as many sheets as necessary)</i>		Application Number	09/930,786
		Filing Date	August 15, 2001
		First Named Inventor	Ronald E. Sloan
		Art Unit	3602 3684
		Examiner Name	Nga B. Nguyen
Sheet	2	of	2
		Attorney Docket Number	10761.0304-01

NONPATENT LITERATURE DOCUMENTS		
	Office Action issued in U.S. Patent Application No. 09/704,838, mailing date 04/22/2009.	
	Office Action issued in U.S. Patent Application No. 09/704,838, mailing date 05/27/2009.	
	Office Action issued in U.S. Patent Application No. 09/927,560, mailing date 08/25/2006.	
	Office Action issued in U.S. Patent Application No. 09/927,560, mailing date 05/02/2007.	
	Office Action issued in U.S. Patent Application No. 09/929,610, mailing date 08/25/2006.	
	Office Action issued in U.S. Patent Application No. 09/929,610, mailing date 03/21/2007.	
	Office Action issued in U.S. Patent Application No. 09/929,610, mailing date 08/20/2008.	
	Office Action issued in U.S. Patent Application No. 09/929,610, mailing date 03/04/2009.	
	Office Action issued in U.S. Patent Application No. 09/929,735, mailing date 03/17/2003.	
	Office Action issued in U.S. Patent Application No. 09/929,735, mailing date 09/24/2003.	
	Office Action issued in U.S. Patent Application No. 09/929,735, mailing date 03/05/2004.	
	Office Action issued in U.S. Patent Application No. 09/929,735, mailing date 07/06/2005.	
	Office Action issued in U.S. Patent Application No. 09/929,735, mailing date 01/31/2006.	
	Office Action issued in U.S. Patent Application No. 09/929,735, mailing date 06/27/2006.	
	Office Action issued in U.S. Patent Application No. 09/976,443, mailing date 04/28/2003.	
	Office Action issued in U.S. Patent Application No. 09/976,443, mailing date 12/24/2003.	
	Office Action issued in U.S. Patent Application No. 09/976,443, mailing date 09/08/2004.	
	Office Action issued in U.S. Patent Application No. 09/976,443, mailing date 03/29/2005.	
	Office Action issued in U.S. Patent Application No. 09/976,443, mailing date 10/04/2005.	
	Office Action issued in U.S. Patent Application No. 09/976,443, mailing date 03/24/2006.	
	Office Action issued in U.S. Patent Application No. 09/976,443, mailing date 11/15/2006.	
	Office Action issued in U.S. Patent Application No. 09/976,443, mailing date 01/07/2009.	
	Press release, "Kana and Weblane Team to Provide Industry's Most Comprehensive Online Customer Interaction Solution," Business Wire, New York, April 20, 1999, pages 1-3, extracted on Internet from http://proquest.umi.com on 03/04/2003; downloaded from Internet 06/10/2001.	
	Press Release, "Weblane Communications' Products Selected By Trimark Investments To Increase Service On Financial Adviser Web Site," Business Wire, March 22, 1999, extracted on Internet from Dialog database on 02/26/2003.	
	Press Release, "Weblane Communications Unveils New Customer Interaction Software Suite for Enabling Interactive E-Commerce and Customer Service," Business Wire, New York, Aug 16, 1999, pages 1-4, extracted on Internet from http://proquest.umi.com on 03/04/2003.	
	www.runmoney.com , 5/2000, downloaded from Internet on 01/19/2001.	

Examiner Signature	/Nga Nguyen/ (10/23/2009)	Date Considered	
--------------------	---------------------------	-----------------	--

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

ALL REFERENCES CONSIDERED EXCEPT WHERE LINED THROUGH. /N.N./